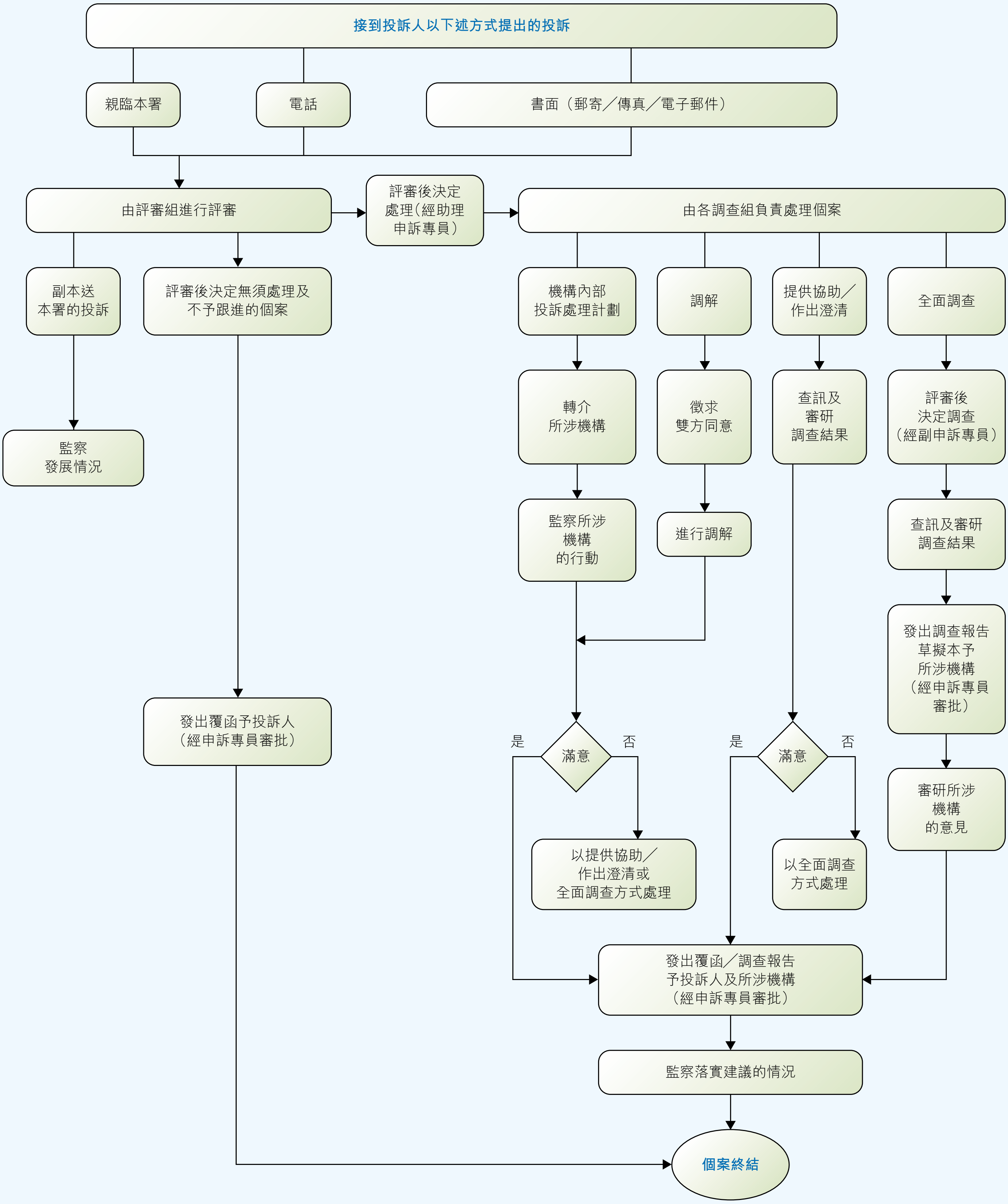
附件 10

# 處理投訴流程圖